Media Vision Multimedia Kit

Getting Started

Illustrated

SmartStart Installation Guide

MEDIA VISION

System Checklist

Customer ID Number: _____

ID number provided by Tech Support technician during your first call.

Product	Details
Multimedia product purchased	
Date of purchase	
Name and version of Multimedia Software Installation disk	
Type of computer (386, 486, etc.)	
Operating System (MSDOS, PCDOS, OS/2, etc.) and Version (MSDOS 5.0, 6.0, 6.2, etc.)	
Memory (RAM) installed (2MB, 4MB, etc.)	

Sound Software Directory Name: _____

That's either the default directory MEDVSN or the name you gave it during installation.

Devices	Brand Name	DMA	IRQ	Port Address
Bus mouse				
Scanner				
Sound Card				
CD-ROM drive				
Fax/Modem				
MIDI device				
Video capture card				
Other				

See instructions for completing this form and calling Tech Support. They're just inside the back cover.

Media Vision Multimedia Kit

Getting Started

Illustrated SmartStart Installation Guide

Trademarks & Copyrights

The Media Vision logo, AudioMate, Auto Blending, FastFilm, MIDI Mate, Pro AudioSpectrum 16, Pro Graphics, and Stereo Studio F/X are trademarks of Media Vision Technology, Inc. Media Vision® and Pro AudioSpectrum® are registered trademarks of Media Vision Technology, Inc.

AdLib is a registered trademark of AdLib, Inc. IBM, XT, and AT are registered trademarks of International Business Machines Corp. Kodak Photo CD® is a registered trademark of Kodak, Inc. Apple, AppleShare, Finder, MultiFinder, and Macintosh are registered trademarks of Apple Computer, Inc. MS DOS, Microsoft, Microsoft Windows, Microsoft Windows 3.1 and MSCDEX are registered trademarks and Windows and Windows 3.1 are trademarks of Microsoft Corp. SideKick© Borland International. Sound Blaster™ is a trademark of Creative Technology Ltd. Sound Impression is a trademark of Dennis James McMahon. SRS(*)® and Sound Retrieval Systems® are registered trademarks of SRS Labs, Inc. Voyetra VMP© Voyetra Technologies. Talk → To Plus is a trademark of Dragon Systems, Inc. CD-ROM ToolKit, CDT, CDT Remote, and the FWB logo are trademarks of FWB Software, Inc. FWB is a registered trademark of FWB Software, Inc.

All other brands, product names, or trademarks are those of their respective holders.

Copyright Notice

© 1991, 1992, 1993, 1994 by Media Vision Technology, Inc. All rights reserved.

Your rights with regard to the software and manual are subject to the restrictions and limitations imposed by the copyright laws of the United States of America. Under the copyright laws, neither the programs nor the manual may be copied, reproduced, translated, transmitted or reduced to any printed or electronic medium or to any machine-readable form, in whole or in part, without the written consent of the copyright holder.

Media Vision Software License Statement

The Software described in this manual is protected by US and international copyright laws. You must not copy the software for any purpose other than making archival copies for the sole purpose of backing-up your software for protection against loss. You are only licensed to use the software on one machine at a time. You may not rent or otherwise distribute the software. You agree not to reverse engineer, disassemble, or decompile, or attempt to derive source code from the Software.

FCC Compliance Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. Operation is subject to the following two conditions (1) This device may not cause harmful interference. (2) This device must accept any interference received, including interference that may cause undesired operation. These limits are designed to provide reasonable protection against harmful interference in residential installations. This equipment generates, uses, and can radiate radio frequency energy, and if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause interference to radio or television equipment reception, perform one or more of the following measures:

- ❖ Reorient or relocate the receiving antenna
- ❖ Move the equipment away from the receiver
- ❖ Plug the equipment into an outlet and circuit different from that which powers the receiver
- ❖ If necessary, the user should consult the dealer or an experienced radio/television technician for additional suggestions.

⚠ *Caution*

Only equipment certified to comply with Class B (computer input/output devices, terminals, printers, etc.) should be attached to this equipment, and must have shielded interface cables.

This digital apparatus does not exceed the Class B limits for radio noise emissions from digital apparatus set out in the Radio Interference Regulations of the Canadian Department of Communications.

Any changes or modifications to the equipment by the user not expressly approved by the grantee or manufacturer bound void the user's authority to operate such equipment.

⚠ *Caution*

This product may utilize a laser. Use of control or adjustments or performance of procedures other than those specified herein may result in hazardous radiation exposure. Do not open covers and do not repair yourself. Refer servicing to qualified personnel. Product complies with DHHS Rules 21 CFR Subchapter J.

- ❖ Class 1 Laser Product Wavelength: 780 nm

To assure continued FCC compliance, the user must use only provided shielded interface cable with ferrite cores when connecting this device to a host computer. Also, any unauthorized changes or modifications to this equipment could void the user's authority to operate this device.

Limited Warranty

(1) Media Vision warrants to you that the Installation Software will perform substantially in accordance with the Documentation for a period of 90 days after delivery to you. You must report all defects and return the Installation Software to Media Vision with a copy of your sales receipt within such period to be eligible for warranty service. If the Installation Software fails to comply with this warranty, the customer's sole and exclusive remedy, at Media Vision's cost, will be to provide corrections to the Software.

(2) Media Vision warrants that the CD-ROM on which the Media Vision software titles are recorded will be free from defects in materials and workmanship for a period of 30 days from the date of purchase. If within 30 days of the date of purchase, the CD-ROM proves defective, call (510) 252-4488 to obtain an authorization number, then return the CD-ROM to Media Vision and Media Vision will replace the CD-ROM free of change. If a defect is found after 30 days and before 90 days, Media Vision will replace the CD-ROM at a reasonable charge. The software recorded on the CD-ROM is provided on an "AS IS" basis without warranty.

(3) Media Vision warrants to you that the Sound Card will be free from significant defects in materials and workmanship for a period of three (3) years from the date of purchase. Purchaser's exclusive remedy with respect to defective Sound Cards will be, at Media Vision's option, to repair or replace such Sound Card, if it is determined to be defective by Media Vision.

(4) Media Vision warrants to you that the CD-ROM Drive and/or other hardware products ("Hardware") will be free from significant defects in materials and workmanship for a period of one (1) year from the date of purchase. Purchaser's exclusive remedy with respect to defective Hardware will be, at Media Vision's option, to repair or replace such Hardware, if it is determined to be defective by Media Vision. If not identified as a Media Vision CD-ROM, the CD-ROM Drive is covered by its respective manufacturer's warranty.

(5) Third party Software bundled with the Media Vision Hardware is covered by its respective manufacturer's warranty.

(6) Media Vision does not and cannot warrant the performance or results you may obtain by using the Software, Hardware or Documentation. The foregoing states the sole and exclusive remedies Media Vision will provide for breach of warranty. EXCEPT FOR THE FOREGOING LIMITED WARRANTY, MEDIA VISION MAKES NO WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTIES OF NON-INFRINGEMENT OF THIRD PARTY RIGHTS, MERCHANTABILITY, OR FITNESS FOR ANY PARTICULAR PURPOSE.

(7) Some states do not allow the exclusion of implied warranties or limitations on how long an implied warranty may last, so the above limitations may not apply to you. This warranty gives you specific legal rights. You may have other rights which vary from state to state.

Limit of Liability

(1) In no event shall Media Vision be liable to you for any consequential or incidental damages, including any lost profits or lost savings, even if a Media Vision representative has been advised of the possibility of such damages, or for any chain by any party.

(2) Some states do not allow the exclusion of limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

CONTENTS

Getting Started 1

Text and Keyboard Conventions 1
Check System Requirements 3
Before We Start 4
Wave Table Upgrade (Optional) 4

Hardware Installation 5

Remove the Computer Cover 5
Get Rid of Static 6
Remove Sound Card from Bag 6
Install Your Sound Card 7
Select Space for CD-ROM Drive 8
Connect Data and Audio Cables to CD-ROM Drive . . 8
Insert CD-ROM Drive into Computer 9
Connect Power Cable to CD-ROM Drive 10
Connect Audio Cable to the Sound Card 10
Connect Data Cable to Sound Card 11
Close Your Computer 11

Attach External Devices 13

Speakers 14
Microphone (Optional) 15
External Input Device (Optional) 15
Joystick/Game Pad or MIDI Device (Optional) . . . 16

Software Installation 17

Run the Installation Program 18

CD-ROM Drive Operation 19

Inserting the CD into the CD-ROM Drive 20
Playing an Audio CD 20
Accessing a Data CD 20
Using Photo CDs 21
Removing the CD from the CD-ROM Drive 21
Protecting Your CD-ROM Drive 21

CONTENTS

Troubleshooting Guide 23

Error Messages 24

Miscellaneous Problems. 25

Conflicts With Other Programs. 26

Reference 29

CONFIG.SYS File 29

AUTOEXEC.BAT File. 31

Windows SYSTEM.INI File 33

Reconfiguring Your Multimedia Kit 33

Sound Card Jumpers and Connections 34

Getting Started

Thank you for choosing the Media Vision Multimedia Kit! In minutes, your computer will be bursting with colorful multimedia magic and pure digital sound!

Chapter Contents:

- ***Text and Keyboard Conventions*—page 1**
- ***Check System Requirements*—page 3**
- ***Before We Start*—page 4**
- ***Wave Table Upgrade (Optional)*—page 4**

Text and Keyboard Conventions

We use the following conventions in this manual:

- We use *italic* type or **bold** type to emphasize a word or phrase within a paragraph.
- Text that you see on the screen looks like this:

  ```
  DEVICE=C:\MEDVSN\PROS.SYS
  ```

- Text that you should *type*, is bold and looks like this:

  CD\MEDVSN

- We use a ***small bold italic*** type to name things such as buttons, options, and menu selections:

  Press the ***Eject*** button.

  Plug the joystick into the ***Joystick/MIDI*** Port.

  Select ***MIDI*** from the ***File*** menu.

  We also use this ***small bold italic*** type within paragraphs and lists to make the names of other sections, chapters, or manuals stand out. For example, the next section is ***Check System Requirements***—page 3.

Keyboard Commands

We use the following conventions to describe how you should execute keyboard commands:

- When a key combination has one or more commas (such as Alt,Key1,Key2), it means to press the Alt key and release it, then press Key1 and release it, then press Key2 and release it. For example:

  Open Sound Impression's Online Help file by choosing ***Contents*** from the ***Help*** menu (Alt,H,C).

  Close Sound Impression by choosing ***Exit*** from the ***File*** menu (Alt,F,X).

- When a key combination has one or more plus signs in its description (such as Alt+Key1), it means to press the Alt key and Key1 *simultaneously*. For example:

  Cut the highlighted selection by clicking the ***Cut*** button or by pressing Shift+Delete.

Icons

Various icons are posted at prominent points in the text. They alert you to something important. Heres what the different icons mean:

Note

This eager fellow appears whenever he has something worth calling to your attention. Take note of it.

Tips & Tricks

This tricky guy will let you in on helpful hints.

Caution

This officer will alert you to situations that can cause loss of data or damage to you or your computer. Heed his message!

Try This!

If you want to be creative with your computer and get the most out of your new Multimedia Kit, follow these suggestions.

Technoblurb

Our friendly Tech Jockey with the thick glasses and pocket protector may be boring to some. In fact, his hints can be skipped by those not entranced by technical details. However, if you thrive on detailed data, read these hints and enjoy!

FasTech Facts

We have more detailed information on this topic. It's available by fax or BBS download and primarily of interest to those who appreciate technical intensity. See ***FasTech Facts Feature*** *in your* ***Multimedia User Guide*** *for more details.*

Check System Requirements

Your computer must meet the following minimum specifications for your Multimedia Kit and associated software to work properly.

If you don't know whether your computer meets the following requirements, refer to your computer manual for a list of the system's specifications.

Minimum Requirements

- IBM-compatible computer model 386SX or higher (386DX/33 or higher required for some CD-ROM software titles)
- 4MB RAM (more RAM required for some CD-ROM software titles)
- 6MB hard disk space required for standard installation; plus 4 MB free for sound processing (Additional space needed for CD-ROM software titles.)
- VGA color monitor and VGA display card (SVGA recommended and required for some software titles)
- Microsoft or compatible mouse
- Two available DMA channels
- Two available IRQ settings (three if you plan to use MPU-401 emulation)
- MS-DOS version 5.0 or higher.
- Windows 3.1

Before We Start

- **Wait!** Your Registration Card is just begging to be filled out and mailed. Don't put it off another second!
- Unpack the contents of your Multimedia Kit. Be sure to leave the Sound Card in its anti-static bag until we get to the ***Remove Sound Card from Bag***—page 6. Lay everything out so you can see it all. Isn't technology wonderful?
- Check each piece against the packing list.
- Gather the tools you need:
  - Phillips and/or flathead screwdriver
  - Small container to hold loose screws
- Turn off and unplug your computer.

Relax and have a good time; its not difficult. We will guide you through the steps. If you need more information, FasTech Facts are available electronically.

Once you get everything installed, if you need assistance, Media Vision's Online Technical Support file, found in the Media Vision Multimedia Tools group, will answer almost any question you have.

And now, let the adventure begin!

Wave Table Upgrade (Optional)

For the ultimate in realistic sound, upgrade to the latest in audio—wavetable technology. It adds even greater depth and realism to games, multimedia software and MIDI music.

The synthesizer on most sound cards is FM-based synthesis. FM synthesis will get you by, but when the quality of MIDI music is important to you, FM synthesis does not come close to the lifelike sound of wavetable synthesis. In short, wavetable is so much better because it is based on actual recordings of real instruments, not sounds generated by the computer.

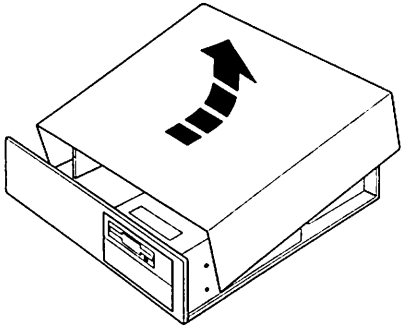
If realistic sound appeals to you, you'll be happy to know that your Sound Card is upgradeable with Media Vision Professional Wavetable Upgrade or other Wave Blaster compatible upgrade.

Hardware Installation

Remove the Computer Cover

1. Disconnect all cables from the back of your computer. Label them for easy identification during reassembly.

2. Remove the cover screws and the cover.



Tips & Tricks

Refer to your computer manual if you're not sure how to remove the cover. Place the screws in a small container so they won't get lost.

If you're working on a tower-style computer, lay it on its side after removing the cover so that the expansion slots face up.

Chapter Contents:

- ***Remove the Computer Cover**–page 5*
- ***Get Rid of Static**–page 6*
- ***Remove Sound Card from Bag**–page 6*
- ***Install Your Sound Card**–page 7*
- ***Select Space for CD-ROM Drive**–page 8*
- ***Connect Data and Audio Cables to CD-ROM Drive**–page 8*
- ***Insert CD-ROM Drive into Computer**–page 9*
- ***Connect Power Cable to CD-ROM Drive**–page 10*
- ***Connect Audio Cable to the Sound Card**–page 10*
- ***Connect Data Cable to Sound Card**–page 11*
- ***Close Your Computer**–page 11*

Get Rid of Static

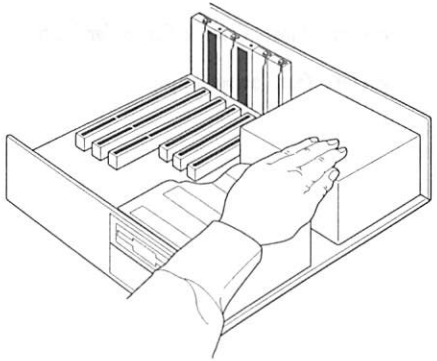
Before you go any further you need to learn about static electricity.

Caution

If you have not yet disconnected your computer's power cord, do so now to avoid possible damage to your computer or injury to yourself!

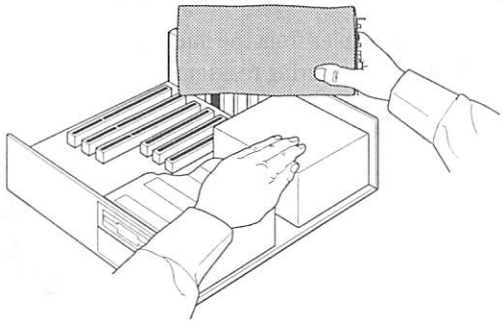
To avoid damage you need to discharge static electricity frequently during the install process.

This is easy to do—simply touch an unpainted surface on your computer's power supply.



Remove Sound Card from Bag

1. Hold the Sound Card in the anti-static bag in one hand.
2. Touch the computer's power supply with the other hand.



3. Now remove the Sound Card from the bag.

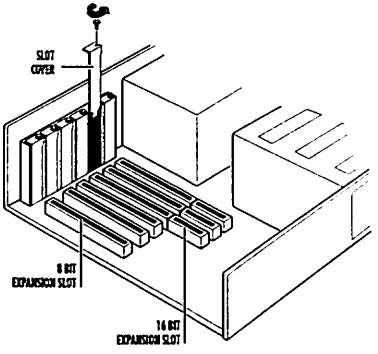
Caution

Handle the Sound Card only by its edges. Don't touch the gold edge connector or any circuits.

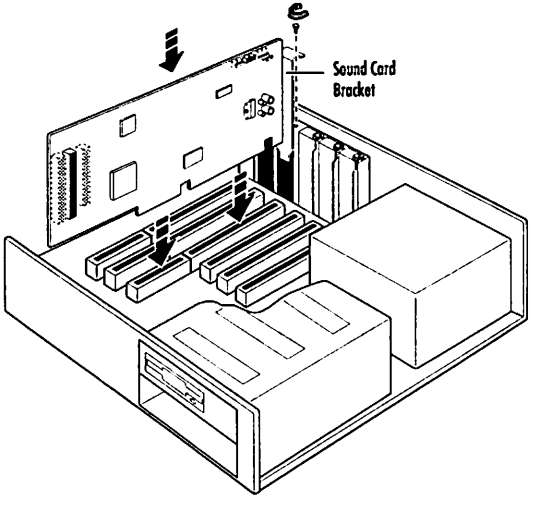
Install Your Sound Card

Usually you can install the Sound Card exactly as it comes from the factory. In a few cases you may need to make some adjustments so the Sound Card will work with your computer's equipment and settings. To make such adjustments to your Sound Card, you need to change its jumpers. Refer to the ***Sound Card Jumpers and Connections*** section on page 34 if you need this information.

1. Choose a vacant 16-bit expansion slot.
2. Remove the screw from the slot cover you choose. Keep the screw.



3. Align the Sound Card with the 16-bit slot you have selected.



Watch for alignment of the bottom edges of the card with the expansion slot, as well as the Sound Card bracket bottom with the back of the motherboard.

4. Carefully push the card down into the slot. There will be mild resistance as the card slips in, and the card should rest squarely in the slot.
5. Secure the Sound Card bracket with the screw you saved in Step 2.

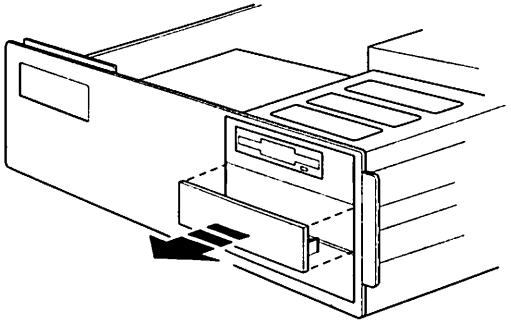
Select Space for CD-ROM Drive

1. Select an unused drive bay for your CD-ROM drive.

Note

If your computer has no free drive bays, you may wish to free one by removing the least-used floppy drive and using that bay for the CD-ROM drive. Refer to your computer manual for drive removal instructions

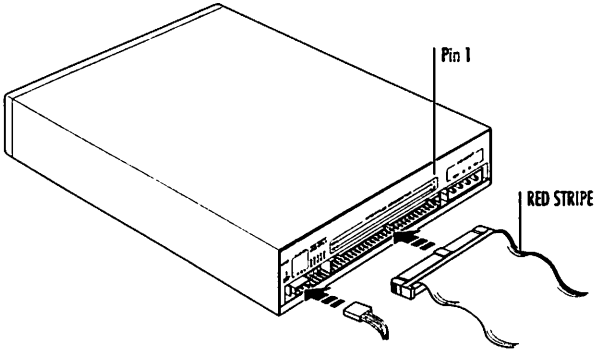
2. Remove the plastic drive bay blanking plate.



Connect Data and Audio Cables to CD-ROM Drive

1. Plug the small end of the audio cable into the back of the CD-ROM drive.

2. Plug one end of the data cable into the data connector at the back of the CD-ROM drive.



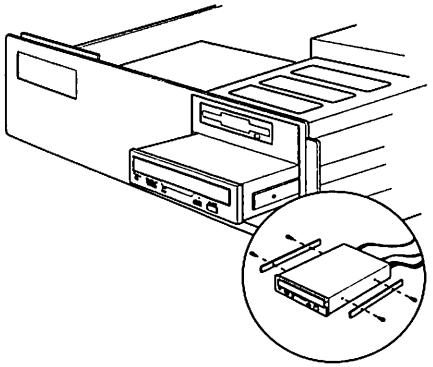
Though most cable ends are keyed to ensure proper placement, be sure that the red stripe on the data cable aligns with pin 1 on the drive connector. The red stripe may be a solid line, or speckled dots.

Insert CD-ROM Drive into Computer

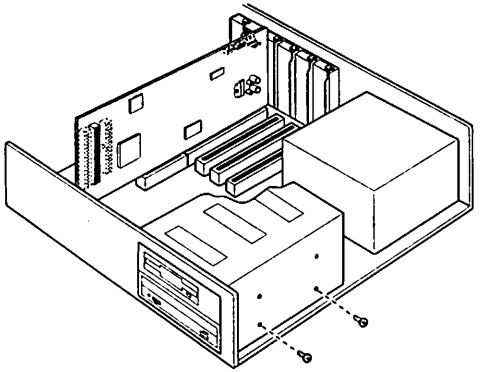
1. Start by feeding the data and audio cables through the drive bay.
2. Then slide the CD-ROM drive into the open drive bay.

Note

Some drive bays require special mounting rails to support the drive. If drive rails were included with your Multimedia Kit use them. If they don't fit your particular computer, contact your computer dealer or manufacturer.



3. Secure the CD-ROM drive with the screws supplied in your kit.

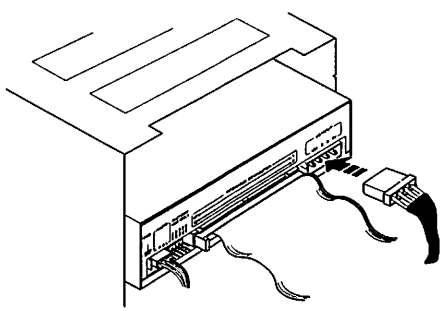


Caution

Using screws other than those supplied with the kit or overtightening screws could cause damage to your CD-ROM drive!

Connect Power Cable to CD-ROM Drive

1. Locate an un-used 4-pin power supply cable attached to the power supply. If you don't have an available 4-pin power supply cable, use a power Y cable.
2. Plug the power supply cable into the CD-ROM drive as shown.



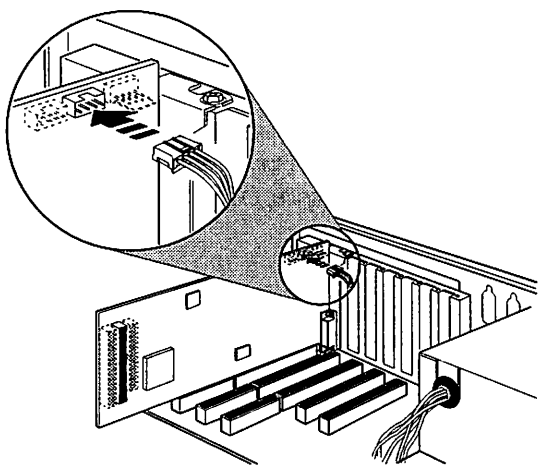
Note

The plug can only go in one way. Match the beveled edges between the connector and cable end.

Connect Audio Cable to the Sound Card

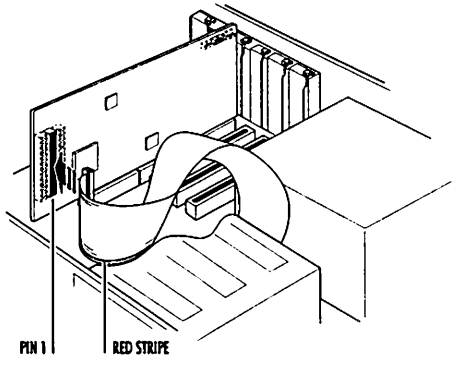
If cable ends in your kit are color coded, match the colors on the cable with like colors on the Sound Card.

Plug the free end of the audio cable onto the Panasonic audio connector on the Sound Card, as shown below.



Connect Data Cable to Sound Card

Plug the free end of the data cable onto the Panasonic data connector on the Sound Card.

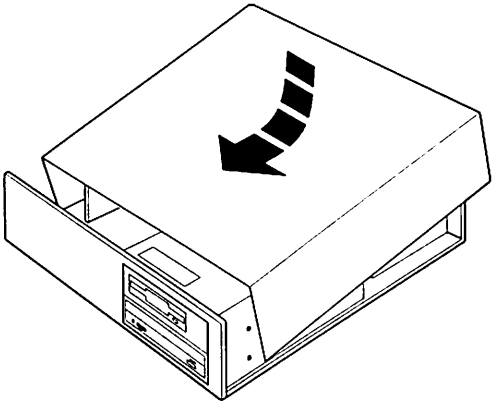


Note

The red stripe on the data cable must align with pin 1 at the bottom of the Sound Card data connector.

Close Your Computer

1. Check to see that the power supply, audio, and data cables are properly connected.
2. Tuck all the cables in, making sure none are binding or pinched.
3. Replace the cover.



4. Replace cables and screws.

Attach External Devices

At the very least you need to connect speakers or headphones with mini jacks to your CD-ROM drive or sound card so you can hear sound. You can also attach other items such as the following:

- Microphone
- External input devices (tape deck, stereo system, music CD player)
- Joystick or game pad
- MIDI device such as a musical keyboard

The following pages show you how.

Chapter Contents:

- ***Speakers*** *section on page 14*
- ***Microphone (Optional)*** *section on page 15*
- ***External Input Device (Optional)*** *section on page 15*
- ***Joystick/Game Pad or MIDI Device (Optional)*** *section on page 16*

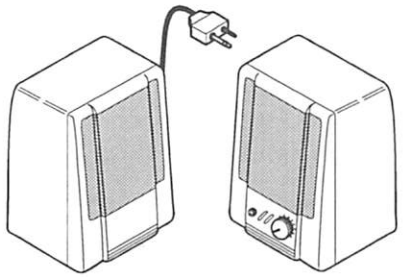
Speakers

We show here a typical pair of speakers used with computers. If speakers were included in your Multimedia Kit, they may vary in appearance from those shown here.

Note

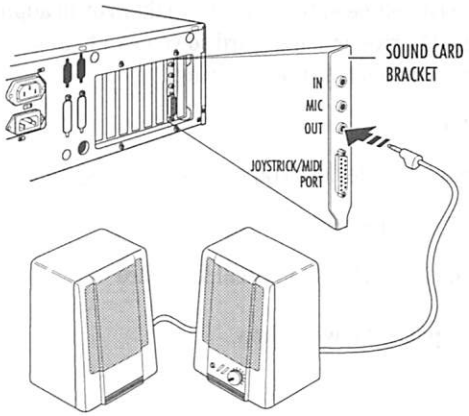
If your speakers have internal amplifiers, you may be able to bypass the internal amp (the one on the Sound Card is much better) by leaving out the batteries and setting the speaker control to the OFF position. Your Sound Card will drive any 4- or 8-ohm speakers.

1. Locate the speaker wires inside the compartments at the back of the speakers.



Some speakers don't have a compartment in the back because they are already connected to each other. Skip Step 1 and Step 2 if your speakers are attached.

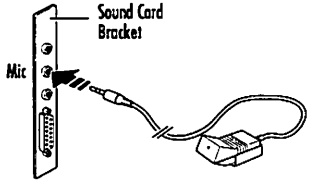
2. Plug the left speaker into the right speaker.
3. Plug the speaker cable into the ***OUT*** jack located on the Sound Card bracket.



Microphone (Optional)

The ***MIC*** jack accepts only microphones with a 1/8 inch connector (a 600 to 10K ohm dynamic or mono condenser microphone is required).

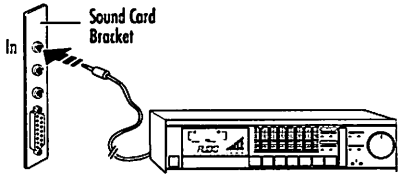
Plug a microphone into the ***MIC*** jack located on the Sound Card bracket.



External Input Device (Optional)

External input devices, such as tape decks, stereo systems, or audio CD players, can be attached to the Sound Card's ***IN*** jack to be used as a stereo recording source.

Plug an *unamplified* external device into the ***IN*** jack located on the Sound Card bracket.



The Sound Card and its speakers can also be used as an amplifier for external devices which don't have this capacity.

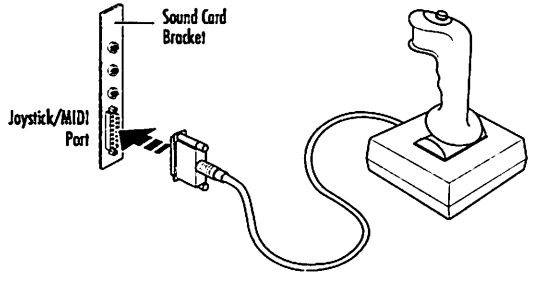
Caution

If you plug in an amplified component, your Sound Card and computer may be damaged. Attach only unamplified (line level) devices to the IN jack.

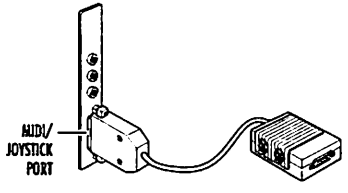
Joystick/Game Pad or MIDI Device (Optional)

The Joystick/MIDI port on your Sound Card is identical to that on a standard PC game adapter. The port supports any application software that uses the standard PC joystick. The joystick connector actually serves a dual purpose. It is both a joystick port and a MIDI interface for the Sound Card.

Plug the joystick into the ***Joystick/MIDI*** port.



You must use an optional MIDI Mate Adapter if you plan to attach an external MIDI device to the Sound Card.



Software Installation

Once you complete the hardware installation and connect all desired external devices, you can begin the software installation and configuration process.

In order for your computer to interact with the Sound Card and CD-ROM drive, the Installation Program sets up DMA (Direct Memory Access) and IRQ (Interrupt Request) channels, as well as software drivers— all of which tell the Sound Card how to process audio information.

Technoblurb

***Reconfiguring Your Multimedia Kit**—page 33 tells you how to manually change DMA and IRQ settings.*

Tips & Tricks

*Before installing your software, be sure that you have speakers or headphones plugged into the **OUT** jack.*

Chapter Contents:

❖ ***Run the Installation Program**—page 18*

Run the Installation Program

1. Insert the Installation Program disk into your floppy disk drive.

2. Close any open files and all open applications.

Note

For the installation steps, drive A: is assumed. However, you should substitute the drive letter of your 3½" floppy drive.

3. From the Windows Program Manager, select ***File*** and then ***Run***.

4. Type:

   ```
   A:\SETUP
   ```

   and press Enter.

5. Follow the on-screen instructions.

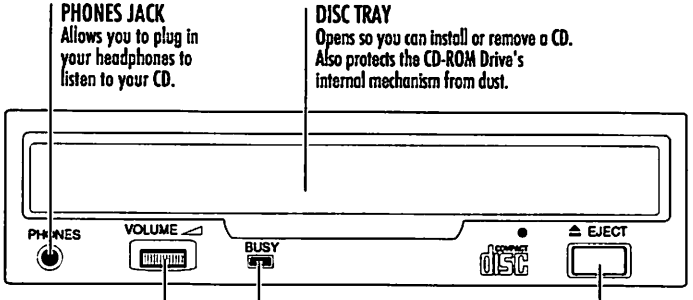
   After the Windows setup is complete, your system will reboot and run a system configuration test. During this part of the installation, the software determines the optimal sound card settings for your computer. After it is completed, your computer will reboot again. This will complete the installation of your Multimedia Kit.

CD-ROM Drive Operation

Your CD-ROM drive is a powerful tool that allows you to access vast amounts of data that would otherwise require a huge hard disk. Treat the CD-ROM drive as you would a standard floppy drive. You cannot write data to a CD because the ROM part of CD-ROM stands for *Read Only Memory*.

The advantage of a CD-ROM drive over a floppy is its ability to play music, software, and multi-session Kodak Photo CDs.

CD-ROM Drive Front View

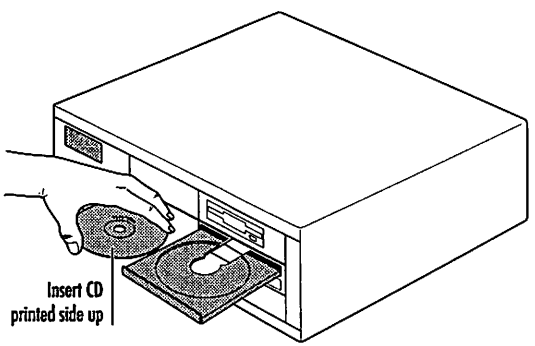

PHONES JACK
Allows you to plug in your headphones to listen to your CD.
DISC TRAY
Opens so you can install or remove a CD. Also protects the CD-ROM Drive's internal mechanism from dust.
PHONES
VOLUME
BUSY
EJECT
VOLUME CONTROL
Adjusts the volume level for the audio output through the Headphones
BUSY INDICATOR
Flashes when data is read from the disc.
EJECT BUTTON
Ejects the CD inside the CD-ROM Drive when you press this button.

Chapter Contents:

- ***Inserting the CD into the CD-ROM Drive***—*page 20*
- ***Playing an Audio CD***—*page 20*
- ***Accessing a Data CD***—*page 20*
- ***Using Photo CDs***—*page 21*
- ***Removing the CD from the CD-ROM Drive***—*page 21*
- ***Protecting Your CD-ROM Drive***—*page 21*

Inserting the CD into the CD-ROM Drive

1. Press the ***Eject*** button located at the front of the CD-ROM drive to open the tray.
2. Place the CD on the tray with the printed side facing up.



3. Gently push the tray back into the CD-ROM drive.

Playing an Audio CD

Please refer to your *Multimedia User Guide* for instruction on how to play a music CD.

Accessing a Data CD

Data CDs, such as games and encyclopedias, can be accessed as any regular software application on a floppy or hard drive. Follow installation instructions which came with your CD application.

Using Photo CDs

Kodak Photo-CDs are similar to data CDs, and require special software to view the pictures contained on the CDs. This software is widely available.

Removing the CD from the CD-ROM Drive

1. Check to make sure the CD is not in use before attempting to remove it.
2. Press the ***Eject*** button on the front panel to eject the CD.
3. Store your CD back in its original case.

Protecting Your CD-ROM Drive

Your CD-ROM drive is a delicate device; it can't take care of itself. To ensure long, loyal service, follow these hints:

- If your CD-ROM drive needs a doctor, don't try to fix or disassemble it. This will void its warranty.

Note

See the instructions on How to Call Tech Support. They're just inside the back cover.

- Treat the drive with all the care you would normally give to a precision instrument.
- Avoid getting dust inside the CD-ROM drive. Keep the tray closed when not loading or unloading a CD.
- Don't store a disc in the player for an extended time.
- Don't touch the lens. Dirt, dust, or greasy fingerprints on the lens of the laser will keep the CD-ROM drive from operating properly. CD-ROM drive cleaning kits are available commercially.

Troubleshooting Guide

Not all computers are created equal! Standard installation parameters work with most — but not every — computer configuration. Use the information in this section if you have problems with your hardware and software installation. There are some "typical" problems that are easily resolved by a simple step or two. We've organized this chapter so that you don't need to be a technician to get results.

Caution

*We include diagnostic tools with the Online Technical Support system primarily for use in the event you need to call Media Vision Technical Support. Only use these tools by yourself if you **really** know what you are doing.*

If you encounter terms in this chapter you don't understand, refer to the ***Glossary*** in your ***Multimedia User Guide***. Don't forget that you also have access to a powerful Online Technical Support system. If these approaches don't bring satisfaction, contact us for FasTech Facts (more technical information). See your ***Multimedia User Guide*** for instructions.

Caution

If you find it necessary to open your computer, be sure it is turned off and unplugged first to prevent possible damage to your system or yourself!

Chapter Contents:

- ***Error Messages***—*page 24*
- ***Miscellaneous Problems***—*page 25*
- ***Conflicts With Other Programs***—*page 26*

Error Messages

Cannot identify Jazz card

- Be sure that Sound Card is completely seated in the expansion slot and properly installed. Refer to ***Install Your Sound Card***–page 7.
- Try a different expansion slot.
- Be sure that the AT Bus Speed is at 8 MHz. Refer to your computer or motherboard manual for CMOS setup information.

CDR 101-Not Ready Reading Drive (X)

- There may be no CD in the CD-ROM drive.
- You may be attempting to read an audio CD instead of a data CD.
- CD may be defective—try another disk.
- Check that all cabling is properly connected.
- Create generic CONFIG.SYS and AUTOEXEC.BAT files to check for software conflicts. Refer to ***Conflicts With Other Programs***–page 26.

Device Driver not found: MVCD005. No valid CD-ROM device drivers selected.

- Be sure CD-ROM drive is properly connected, and is powered up. Refer to ***Connect Data and Audio Cables to CD-ROM Drive***–page 8 and ***Connect Power Cable to CD-ROM Drive***–page 10.
- Be sure that the AT Bus Speed is at 8 MHz. Refer to your computer or motherboard manual for CMOS setup information.

No CD-ROM drive found

- The flat ribbon cable is not connected to the sound card or is not connected to the CD-ROM drive.

Not Enough Drive Letters Available

- In your CONFIG.SYS file, make sure you have a ***LASTDRIVE=X***, where ***X*** is a letter at least one greater than your greatest drive letter. For example, you have 2 hard drives— C: and D:. You want your CD-ROM drive to be drive E:. Edit your CONFIG.SYS to include the statement

  ```
  LASTDRIVE=F
  ```

  This can be the first line in your CONFIG.SYS.

The VxD Driver must be loaded for wave audio to operate in enhanced mode

- ❖ Rerun the Install program.
- ❖ Most likely you have another sound driver loaded in Windows.

  Check **Drivers** under **Control Panel** and make sure you don't had ProAudio, Adlib, Sound Blaster, etc. loaded. If you do, you will need to remove them.
- ❖ There may be virtual drivers from other sound cards in the [386enh] section of the Windows SYSTEM.INI. Look for

```
device=vsbd.386

device=vsbpd.386

device=vadlib.386

device=vtbd.386

device=vad.386

device=vpasd.386
```

  If you find these drivers, place a semicolon (;) in front of that device line to disable it. For required entries, refer to ***Windows SYSTEM.INI File***–page 33.

Miscellaneous Problems

With Sound Card installed, computer will not start.

- ❖ Be sure that Sound Card is completely seated in the expansion slot and properly installed. Refer to ***Install Your Sound Card***–page 7.
- ❖ Try a different expansion slot.
- ❖ Be sure that the AT Bus Speed is at 8 MHz. Refer to your computer or motherboard manual for CMOS setup information.

No Sound

- Be sure amplified speakers are turned off, and that speakers are plugged into the ***OUT*** jack. Refer to ***Speakers***–page 14.
- Test ***OUT*** jack with stereo headphones. Portable radio headphones should be okay.
- Check mixer settings. Refer to the ***Multimedia User Guide.***
- Check for DMA conflicts. Refer to ***Reconfiguring Your Multimedia Kit***–page 33.

Tips & Tricks

You can also adjust your volume using the following Hot Keys:

Volume Down — Ctrl,Alt,D

Volume Up — Ctrl,Alt,U

Mute — Ctrl,Alt,M

Install hangs computer during IRQ / DMA test.

- Reboot the computer. The Installation Program will automatically try different settings.
- If this fails, try re-running the Installation Program.

Conflicts With Other Programs

This section will help you if you are still having conflicts with other programs. The best way to eliminate conflicts introduced at boot-up is to set up a generic, or "clean boot" file.

Once you have simplified your CONFIG.SYS and AUTOEXEC.BAT files, reboot your computer and run the Installation Program again. After you verify that your Sound Card is operating properly, you can restore your original CONFIG.SYS and AUTOEXEC.BAT files. Add the original command lines one at a time. After each change to your CONFIG.SYS or AUTOEXEC.BAT file, you must save the file and reboot your computer for the change to take effect. Identify the cause of the conflict and leave that statement out or modify it appropriately.

Note

To deactivate a line in either the CONFIG.SYS or AUTOEXEC.BAT file, type **REM** *in front of the "DEVICE=" statement. Be sure to put a space after* REM *for it to take effect. If you need to reactivate the line later, just delete the* REM *command.*

Simplify CONFIG.SYS File

You should simplify your CONFIG.SYS file so it contains only the following items:

```
FILES=(existing value)

BUFFERS=(existing value)

STACKS=9,256

DEVICE=(path\)HIMEM.SYS

DEVICE=(path\)PROS.SYS
```

You must also keep any absolutely essential device drivers such as DMDRVR.BIN, which is necessary for some types of disk drives.

Caution

Before revising your CONFIG.SYS and AUTOEXEC.BAT make copies of them. Ideally you should create a working boot disk with your current CONFIG.SYS and AUTOEXEC.BAT before experimenting with these files on your hard disk. Check your DOS manual on how to create a boot disk.

Simplify AUTOEXEC.BAT File

You should simplify your AUTOEXEC.BAT file so it contains only your PROMPT and PATH statements. Also, remove any TSR programs, disk caches, RAM disks, menu or shell programs, etc.

Reference

This chapter describes the changes made to your system files. It will help you find your way around should you need to edit your files.

Chapter Contents:

- ***CONFIG.SYS File*—page 29**
- ***AUTOEXEC.BAT File*—page 31**
- ***Windows SYSTEM.INI File*—page 33**
- ***Reconfiguring Your Multimedia Kit*—page 33**
- ***Sound Card Jumpers and Connections*—page 34**

CONFIG.SYS File

The Installation Program adds lines to your CONFIG.SYS file (one for the Sound Card, and one for the CD-ROM driver). The following sections show the standard (default) entries.

Sound Card Driver

This statement refers to the Sound Card driver used in DOS. The Windows driver is covered later in this chapter.

```
DEVICE=C:\MEDVSN\PROS.SYS A220 D1 I5 H5 P320 Q2 B390 SP V
```

The lists of parameters following this section describe the available switches that the driver recognizes.

Sound Card Driver Parameters

A# Identifies the port address for the sound card. Valid selections are 210, 220, 230, 240, 250, and 260. The default is set to 220.

D# Identifies the 8-bit DMA channel assigned to the card. The 8-bit DMA channel is used for playing 8-bit sound files in order to provide compatibility with Sound Blaster compatible applications. Valid selections are 1 and 3. The default value is 1.

I# Identifies the IRQ assignment for the device. Acceptable values are 2, 3, 5, 7, 10, and 15. The default value is 5.

H# Identifies the 16-bit DMA channel assigned to the card. The 16-bit DMA channel is used for playing and recording 16-bit sound files in order to achieve maximum performance. Valid selections are 5 and 7. The default value is 7. If neither channel is available in your system, select the same channel as for the 8-bit DMA (e.g., 1 or 3).

MPU-401 Parameters (Optional).

P# Identifies the port address for the MPU-401 emulation. Valid selections are 300, 310, 320 and 330. The default is 320.

Q# Identifies the IRQ assignment for the MPU-401 emulation. Acceptable values are 2, 3, 5, and 7. The default is 2.

Refer to the ***MPU-401 J18*** section on page 35, for more information.

CD-ROM and Additional Parameters

B### Identifies the base address for the CD-ROM interface. Valid selections are 300, 310 and 390. The default is 390.

SP Indicates what type of CD-ROM interface is on the card. This should not change.

V Displays all hardware settings on screen during system boot-up. (Optional)

CD-ROM Driver

The Installation Program also modifies your CONFIG.SYS file to add a CD-ROM device driver statement so that the software can successfully communicate with the CD-ROM drive. The device driver statement is shown below:

```
DEVICE=C:\MEDVSN\SJCD.SYS /D:MVCD005 /B:390
```

/D:MVCD005	Specifies the device name.
/B:#	Base base address of host adapter. Valid base addresses are 300, 310 and 390. The default value is 390.

AUTOEXEC.BAT File

The Installation Program adds the following lines to the AUTOEXEC.BAT file:

```
SET BLASTER=A220 I5 D1 H5 P320 Q2 T4

C:\MEDVSN\MSCDEX.EXE /D:MVCD005 /M:10

C:\MEDVSN\VBEAI.COM
```

Set Blaster

This statement tells Sound Blaster-compatible applications how your Sound Card is configured. These settings must match values in your Sound Card driver parameters. Refer to the ***Sound Card Driver*** section on page 29.

A#	Port Address. Default is set to 220.
I#	IRQ assignment. Default is set to 5.
D#	DMA channel. Default is set to 1.
H#	16-bit DMA channel. Default is set to 5
T#	Emulation mode. Must be set to 4.
P#	MPU-401 port address. Default is 320.
Q#	MPU-401 IRQ. Default is 2.

MSCDEX

This statement provides a software interface to all applications that address the CD-ROM drive. It also assigns a drive letter to your CD-ROM drive.

/D:MVCD005	Specifies the device name.
/M:10	Specifies the buffer memory allocation.
/V	Displays all hardware settings on screen during system boot-up. (Optional)
/L:DRIVE LETTER	Allows you to specify the DOS drive letter of the CD-ROM drive. (Optional)
/E	Instructs MSCDEX.EXE to use EMS memory. (Optional)

Technoblurb

The MSCDEX.EXE driver is supplied and supported by Microsoft Corporation. It comes with MS-DOS version 6.0 and later.

VESA Compatibility Driver

```
C:\MEDVSN\VBEAI.COM
```

VESA (Video Electronics Standards Association) has responsibility for VL-bus standard and has created the VESA BIOS Extensions/Audio Interface (VBE/AI), a software sound standard which allows DOS software to communicate with your Sound Card through hardware in a standardized manner.

Currently, without VBE/AI software, companies must write software drivers for every type of sound card on the market. Under VBE/AI, software companies merely write software conforming to the VBE/AI standard to support all audio hardware with VBE/AI drivers. The driver VBEAI.COM driver automatically uses the value(s) specified by the SET BLASTER statement (found in the AUTOEXEC.BAT.)

Windows SYSTEM.INI File

Below is a sample portion a SYSTEM.INI file after the default settings have been added by the Installation Program.

The SYSTEM.INI file is modified only if you have Windows installed on your system prior to running the Installation Program.

```
[boot]
drivers=mmsystem.dll msmixmgr.dll mmmixer.dll

[386Enh]
device=vmvid.386
dmabuffersize=064

(MCI]
CDAudio=mcicda.drv

[drivers]
wave=mviwave.drv
mixer=mvi514mx.drv
midi=mvifm.drv
midi1=mvimidi.drv

[mviwave.drv]
port=220
int=5
dmachannel=1
dmachannel2=5

[mvimidi.drv]
int=2
port=320
```

Reconfiguring Your Multimedia Kit

Should you need to reconfigure your Multimedia Kit settings after your initial installation, simply run MVCONFIG.BAT from the MEDVSN directory. To do this, go to the DOS C:\> prompt and type

```
CD \MEDVSN
```

and press ENTER. If you chose to install the Multimedia Kit software in a directory other than MEDVSN, substitute that directory name for MEDVSN in the above example. Next, type

```
MVCONFIG
```

Following the steps in the bottom of the MVCONFIG display box, be sure to update the INIFILE, test new settings, and save new settings before exiting the program. The F1 Help feature will provide detailed information.

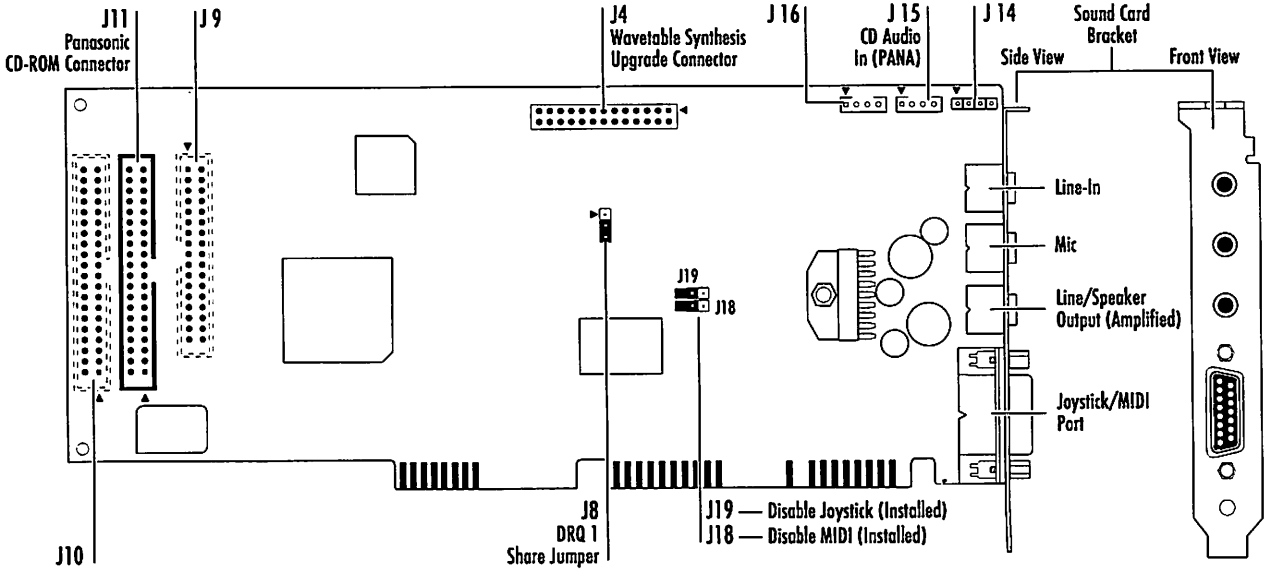
Sound Card Jumpers and Connections

Jumpers are small black "bridges" used to reroute board circuits so that the Sound Card can perform properly in almost any system. The jumper settings we set at Media Vision are called default settings.

Generally you don't need to change the default jumper settings. Sound Card jumper locations are shown below.

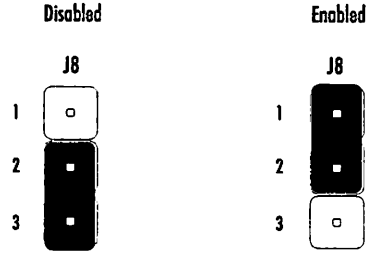
Tips & Tricks

Unused or "open" jumpers can be pushed onto one pin, leaving the other pin open. This is called "floating" the jumper and lets you keep the jumper in a safe place for future use.



DMA 1 Sharing J8

The Sound Card is shipped with a jumper on pins 2 and 3 (DMA 1 sharing disabled). If you have a computer that does not allow DMA sharing you might have to change this setting. Move the jumper so that its covering pins 1 and 2.



J11 must be enabled to use the optional MIDI Mate MIDI adapter. Refer to ***Joystick/Game Pad or MIDI Device (Optional)***—page 16 for more information.

MPU-401 J18

Your Sound Card is shipped with this feature enabled. MPU-401 emulation is necessary only if you have a Roland MPU-401-compatible device installed in, or attached to your system. If you don't have this type of device, you can disable this feature on the Sound Card by placing the jumper on *both* pins.

Joystick/Game Pad J19

Your Sound Card is shipped ready for use with a joystick or game pad—with a jumper on *one* of J19's pins. You can only have one joystick or game pad port working in each computer. If you have an existing joystick port and you want to turn off the joystick feature on the Sound Card, place the jumper on *both* pins.

INDEX

A

Attaching
- Audio CD player 15
- External Devices 13
- External input device 15
- Game Pad 16
- Joystick 16
- Microphone 15
- MIDI device 16
- Speakers 14
- Stereo system 15
- Tape deck 15

Audio cable, connecting 10
AUTOEXEC.BAT, simplifying 27

B

Bold 1
Bold italic, small 1

C

CD-ROM Drive
- Cable connections 8
- Front view 19
- How to use 19
- Installing 8
- Mounting rails 9
- Protecting 21
- Removing CD 21

CD-ROM driver parameters 30
Clean boot 26
Computer cover
- Removing 5
- Replacing 11

Condenser microphone 15
CONFIG.SYS file 29
CONFIG.SYS, simplifying 27
Conventions
- Bold 1
- Bold italic, small 1
- Italic 1
- Keyboard 1
- Screen text 1

D

Data cable, connecting 11
Direct Memory Access 17
DMA 17
DMA sharing 35
Dynamic microphone 15

E

Error Messages 24
External Devices, attaching 13
External Input Devices,
attaching 15

F

FasTech Facts 4

G

Game pad 35
Game Pad, attaching 16

INDEX

I

Icons 2
IN jack 15
Installation
    Games 20
    Hardware 5
    Software 17
Interface cable, connecting 11
Interrupt Request 17
IRQ 17
Italic 1

J

Jazz Card 24
Joystick settings 35
Joystick, attaching 16
Joystick/MIDI port 16
Jumpers 34

K

Keyboard Commands 2
Keyboard conventions 1

L

Lens, cleaning 21
Line level input devices 15

M

MIC jack 15
Microphone
    Attaching 15
    Specifications 15
MIDI device, attaching 16
MIDI Mate Adapter 16
Minimum requirements 3
MPU-401 jumper 35
MPU-401 Parameters 30
MSCDEX 32
Music CD 20
MVCONFIG.BAT 33
MVI541MX.DRV 33
MVIWAVE.DRV 33

O

Online Technical Support 4
Out jack 14

P

Parameters 30
Photo CD 21
Power supply cable 10
Power Y cable 10
Problems 23
Programs, Sound card conflicts with other 26
PROS.SYS driver 29

R

Reconfiguring your multimedia kit 33
REM 26

S

Screen text 1
Set Blaster 31
Software drivers 17
Sound Card
    Conflicts with other programs 26
    Driver 29
    Driver parameters 30

Handling 6
IN jack 15
Installing 7
Joystick/MIDI port 16
Jumpers and connectors 34
MIC jack 15
MPU-401 parameters 30
Out jack 14
Removing from bag 6
Using as external device amplifier 15
Speakers
Attaching 14
Specifications 14
Static, getting rid of 6
System configuration test 18
System files 29
System requirements 3
SYSTEM.INI file 33

T

Troubleshooting 23

U

Unamplified devices 15

V

VBEAI.COM 31
VESA compatibility driver 32
VMVID.386 33

W

Wave Table Upgrade 4

INDEX

How to Call Tech Support

If you've followed the instructions for setting up your sound software and consulted the manual, online help, and troubleshooting guide when necessary and still have a problem with your Multimedia Kit, you're invited to call Tech Support.

Most of the time when there's an installation problem, it's a compatibility issue that can be handled easily—*it is not a defective product.*

Adding extra devices—modems, scanners, sound cards, extra drives, MIDI devices—can cause incompatibility with your PC. This may happen during the install process or later when you add a new component. Sometimes a new piece of software will even create this problem.

To help fix your problem, a Tech Support technician needs to know something about your hardware set-up. Technicians need to know as much as possible about your equipment. The reason is that they know about many reported conflicts and bugs between systems and also about IRQs, DMAs and drivers.

There's some information the technicians absolutely need *before* they can help you. Please gather as much information as you can—*before* you call us. There's a handy chart for keeping track of this information on the inside front cover. All you have to do is fill in the blanks.

Here are some quick hints:

- Check your computer owner's manual(s) for information. It should help.
- Check the manual that came with each component (scanner, sound card, etc.) for information about it.
- If you *don't* have some of the components, such as a scanner, don't worry about them.
- Find out as much as you can before you call, but don't feel that you can't call if you don't have all the details.
- When you talk to a technician, be sure to *write down any information* you learn about your system so you'll have it for future reference.
- Be sure to *be sitting by your computer* (or as close to it as possible) when you call Tech Support.
- You'll be asked for your customer ID number. If this is your first call, you'll be registered and provided with an ID number. Write it down on your System Checklist.

If you're told to send it back...

If your technician determines that your problem is related to defective hardware, he or she will ask you to send the hardware to Media Vision for repair or replacement. You'll be given an RMA number. (RMA stands for Return Merchandise Authorization.) Media Vision will only accept returned products with an RMA number clearly and prominently written on the outside of the package. We *cannot* accept returns without this number. For your protection, we suggest that you send the package to us via private carrier (such as UPS or Federal Express). This lets you easily trace the package and helps assure delivery.

Complete your System Checklist before you call us! It's on the inside front cover.

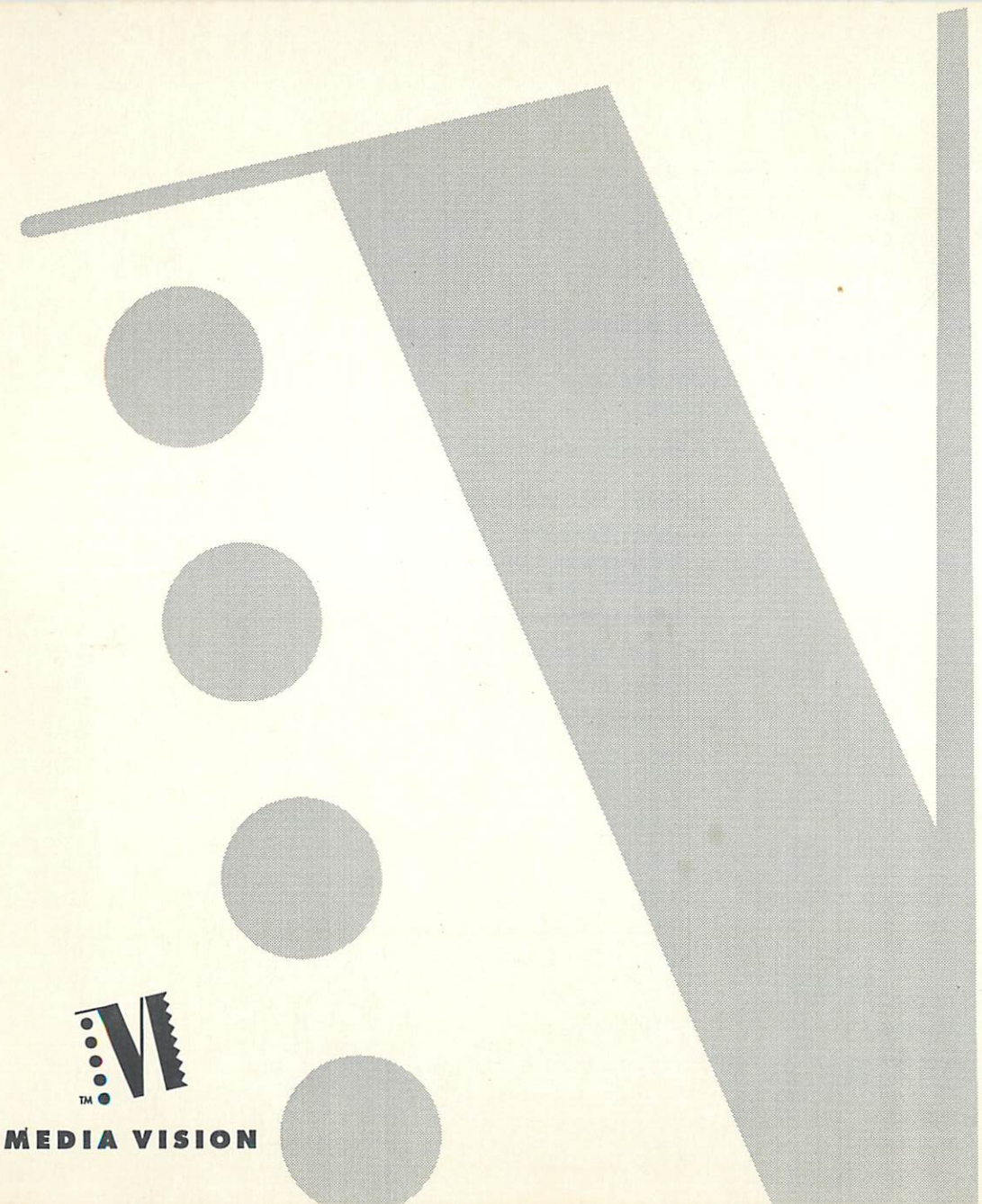
MEDIA VISION

How to reach us... from almost anywhere on the planet!

Media Vision, Inc.

47900 Bayside Parkway
Fremont, CA 94538 U.S.A.

U.S.A. and Canada	
Customer Support	(800) 638-2807 or (510) 770-9905
Bulletin Board	(510) 770-0527 300-14.4K baud, 8 bits, no parity, 1 stop bit Assign your own account name and password.
E-mail Address	techsupp@mediavis.com
CompuServe	Type: go mediavision
Main Office	(800) 348-7116 or (510) 770-8600
Fax Number	(510) 623-5742
FasTech Facts	(510) 252-4606
Australia	
Customer Support	1-800-621-399
Bulletin Board	(03) 525-2799
European Headquarters — Customer Support	+49 (0)2957 79 510 Fax +49 (0)2957 79 9629
France — Customer Support France, Belgium, Portugal, and Spain	+33 (1) 30 48 07 70 or (1) 30 48 08 09
New Zealand — Customer Support	0-800-442-249
United Kingdom — Customer Support	(0)264 333 406; Fax (0)264 334 443



MEDIA VISION

47900 Bayside Parkway
Fremont, CA 94538
510-770-8600

700-1032-01 rev A
Configuration 94a/123